CFT 3 Process Mapping BRT
Lessons Learned – Areas to Improve

- **Structured Training at Start of BRT**
  - **BRT/SHIPMAIN Training**
  - **Visio Training**
  - **Mapping Standards**
- **More formal approach**
  - **Clarify Scope/Mapping Boundaries**
  - **Better definition of a Level 2 Map**
  - **More/consistent Thomas Group involvement**
- **Don’t break mapping group into separate sub-teams/Communicate more frequently**
  - **Pac and Lant needed to be better aligned/had different views on scope**
  - **Separation caused rework/additional work to align maps**
  - **Final product looks slightly different**

CFT 3 Process Mapping BRT
Lessons Learned – Areas to Improve

- **Don’t start with a Blank Page**
  - **Review Entitlement Maps from NEMAIS**
  - **Start with maps we already have and modify them**
  - **Pre-set Swimlanes**
- **Don’t require everyone for every meeting (Midatlantic)**
  - **Structure the agenda to maximize time management (Public versus Private)**

CFT 3 Process Mapping BRT
Lessons Learned – What Worked

- **Team Membership**
  - Right people and level of expertise for the task
  - Good team dynamics
  - Customer Input/Contractor Rep provided input we might overlook
- **Visio Mapper**
  - Someone to ‘drive’ Visio is beneficial so everyone can participate
- **Early understanding of the effort required/schedule adjustments made**
  - Regular Schedules/reasonable session length
  - Established end-point
  - Good AIP management